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ORD 3977-69

16 JUN 1969

MEMORANDUM FOR: DD/ORD

SUBJECT : Field-related Behavioral Factors Areas

1. In the course of my recent TDY at [] there appeared to be three specific technical problem areas that required further definition by those working more directly in the Behavioral Activities in coordination with BAB and others:

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a. POLYGRAPH FIELD USE: Conversations with D/COB/TSD indicated that the field polygraph interview is heavily relied upon in processing of defectors and recruits. There have been cases when the "initial two polygraph interviews were passed (by countermeasures?) by the candidate but he was caught on the third." The Army Security Agency is concerned in this. The polygraph work is not explicitly within the technical concern of [] engineers, but it falls within the purview of continuing operations. The R&D carried out over the past (Stress Measurement Project) years on polygraph sensors, test methodology, examiner performance, etc. is felt to be highly relevant to the field use of the machine. It is recommended that appropriate coordination be made with BAB and D&E of TSD and with OS, in order to define the areas that might be of utility to the continued improved use of the field test.

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b. DIFFUSION OF NEW TECHNOLOGY AND TRAINING: This is cited relative to Agency field and engineering problems prompted by the natural human tendency to restrict the use of equipment in operations solely to that used successfully several times, i. e. familiarity. The prudent use of reliable hardware is not at issue but there is evidence from the six week TDY, cited by DC/[] that a set of about four - five equipments are consistently, solely used by each operator. These may include different sets of equipment for each of the operators. Aside from T&I,

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there appears to be a place for more use of training assists such as programmed - instruction manuals, for both operation and for maintenance. It is thought that this is a problem area of widespread interest to the Agency, related to the training methodology studies (Human Factors Project).

c. AGENT TRAINING: The problems outlined above have counterparts in the Agent-training area. Work as

etc. would appear to require special training methodology. An example would be the staging of progressive tests for a technique such that the human reaction against change could be dealt with directly.

2. These items (a. - c. above) were felt to candidates, and are herewith recommended for a short survey study in the field by a behavioral scientist specifically working in these activities with an eye to shaping future work in stress measurement, interpretation, training and control, etc. The field presence for an initial short preview would be vital to recognition of the pragmatic definition of problems. Continued dialog with responsible officers would normally ensue as a basis for any action following such a survey. It is believed that such a survey would improve the utility of related R&D work.

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